



## **Dane County Humane Society Volunteer Position Description**

Job Title:	<b>RECEPTION LOST &amp; FOUND – Onsite Option</b>
Reports to:	Shelter Resource Counselor/Supervisor
Trained by:	Trained Staff/Volunteers
Scope of Position:	This position supports Dane County Humane Society’s mission and core values by assisting with reuniting lost pets with their owners.

### Duties and Responsibilities:

- Entering Lost & Found reports received by owners over the phone or in person.
- Cross-checking stray animals brought to DCHS with lost reports and cross-checking found animals with lost reports.
- Following up on old lost reports to see if lost animals returned home and cancelling lost reports if appropriate.
- Reaching out to owners who have not provided a picture of their pet to see if they can provide one.
- If a match is found, contacting the possible owner and entering the information into our database.
- Walking owners through the shelter to see if their lost pet is here.
- Providing tips to owners to search for lost pets.

### Qualifications and Requirements:

- Must be at least 18 years old
- Friendly and positive attitude, and excellent customer service skills
- Volunteers must be good with computers. All volunteers will be learning how to enter information into PetPoint (you do not need to know PetPoint before starting this position)
- Have high-level English reading, writing, spelling and communication skills
- Have the ability to understand, remember and follow instructions and procedures; and the ability to ask questions when appropriate
- Reliable attendance and ability to work independently required

### Training, Schedule and Commitment:

- Attend one classroom training session, two hands-on shifts and continuing education as required by this position. Training in using PetPoint is provided.
- Shifts are available between 10am-7pm on Mondays, Tuesdays, Thursdays and Fridays; 10am-5pm on Wednesday, Saturday and Sunday.
- Consistent attendance required. There are procedures in place if you need time off due to illness, vacation, work or other causes. Our expectation is that you will make up any missed time.
- Commitment of one (1) two-hour shift worked, at the shelter, per week for a minimum of six (6) months